



City of Columbia

Social Services Funding Policy

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Contact

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I. Purpose

The purpose of this policy is to set forth the minimum standards and processes for the purchase of social services by the City of Columbia (City).

II. Background

The City recognizes that in addition to physical infrastructure and public safety, it must also make an investment in the social infrastructure of our community. To this end, the City seeks to assure that adequate levels of needed and effective social services are made available to low-income residents of the City. This is accomplished through a combination of coordinating, providing, and purchasing social services. For those social services which are deemed to be necessary but cannot be provided directly by the City, the City seeks to assure the availability of these services by entering into purchase of service contracts with community-based social service providers.

III. Oversight

The Human Services Commission (HSC) advises the City Council in all matters regarding planning and contracting for, as well as evaluating the quality and effectiveness of, social services purchased by the City. The HSC is comprised of ten citizen volunteers appointed by the City Council. Staff assistance is provided by the City's Division of Human Services (DHS).

IV. Definitions

The following definitions are intended to clarify terms used in this policy:

Social Services: Social services are those services provided to individuals or families to ensure their social well-being. These services may be either preventive or remedial in nature and are to be delivered in such a way that recipients of the services do not become unnecessarily dependent on the services. Rather, services should generally have the common purpose of assisting recipients to attain the greatest possible level of independence and self-sufficiency.

Low Income: Persons and households with an income less than or equal to 200% of the federal poverty guidelines.

Children/Youth: Persons ages 0 through 18.

Family: A household consisting of at least one parent or guardian and at least one child/youth (see definition above).

Financial Statement Assurance: The report of assurance (compilation, review, or audit) of an organization's financial statements provided by a qualified third party. Financial statements and the accompanying report of assurance must be submitted in accordance with the requirements outlined in the table below:

Combined Annual Income of Organization	Allowable Type of Financial Statement Assurance	Required Accompanying Document
<\$25,000	Compiled (Full Disclosure), Reviewed, or Audited	none
≥\$25,000	Reviewed or Audited	Communications from auditor

The City reserves the right to request either reviewed or audited financial statements.

V. Social Services Funding Priorities

City social services funding is allocated to address five prioritized issue areas:

Issue Area	Target Funding Parameter
Basic Needs and Emergency Services	15-35%
Children, Youth and Families	15-35%
Economic Opportunity	15-35%
Independent Living	5-25%
Behavioral Health	0-20%

VI. Eligible Social Services

Social services which are eligible to be considered for purchase of service contracts with the City are as follows:

Service Category	General Purpose	Example of Service
Basic Needs and Emergency Services	Assist in meeting basic human needs	food, emergency shelter, transitional shelter
Children, Youth and Family Services	Foster positive child, youth, and family development	tutoring, mentoring, parenting education
Economic Opportunity Services	Prepare for increased self-sufficiency	employment readiness training, life skills training
Independent Living Services	Assist persons with disabilities, including those related to aging, to live independently in the community and avoid unnecessary institutionalization	independent living instruction, adult day care
Behavioral Health Services	Prevent and treat mental illness and substance abuse	mental health counseling, substance abuse counseling
Supportive Services ¹	Support other outcomes by facilitating access to services	transportation, case management, individual advocacy

¹ Supportive Services are only eligible for consideration if the organization can demonstrate these services support outcomes relevant to the issue area for which funding is made available.

VII. Ineligible Activities

Many community services are considered important but are more appropriately supported by other City resources or are the responsibility of other organizations or political subdivisions. Other services simply do not fit the definition of social services as outlined in Section IV. of this policy. Examples of both include:

- Projects and services eligible for Community Development Block Grant (CDBG) funds such as physical infrastructure projects (e.g. housing and community facilities) and capital items as well as public services (e.g. vocational training, fair housing activities, and home ownership programs).
- Recreation and sports activities such as those provided through the City of Columbia Parks and Recreation Department and athletic organizations.
- Arts/entertainment programming such as those eligible for City arts funding.
- Criminal justice and crime prevention services such as those provided by the State of Missouri, local law enforcement agencies, and the 13th District Circuit Court.
- Health services such as those provided by the Columbia/Boone County Department of Public Health and Human Services, Federally Qualified Health Centers, and MOHealthNet/Medicare for eligible persons.
- Developmental and intellectual disability services such as those provided or covered by Missouri First Steps, Boone County Family Resources, and MOHealthNet/Medicare for eligible persons.

VIII. Requirements

In order to propose and enter a purchase of service contract with the City, organizations and program services must meet the following general guidelines.

Organization Requirements

Organization must:

- Be designated as tax exempt by the IRS, unless a for-profit organization is demonstrated to be the most cost effective and appropriate service provider available.
- Be registered as a corporation in good standing with the Missouri Secretary of State.
- Produce an annual financial statement and assurance (see definition in Section IV.) within six months of the end of the organization's most recent fiscal year.
- Attempt to obtain other funds or in-kind resources from other appropriate sources.
- Certify that all of its facilities, services, and employment practices are in compliance with all applicable provisions of: the Fair Labor Standards Act, as amended; the Employment Practices Act, as amended; the Civil Rights Act of 1964, as amended; Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Omnibus Reconciliation Act of 1981, as amended; the Americans with Disabilities Act of 1990, as amended; Chapter 12 of the City of Columbia Code of Ordinances, and all other applicable Federal and State laws which prohibit discrimination in employment and the delivery of services on the basis of race (racism), color, national origin, ancestry, sex, religion, disability, marital status, sexual orientation, gender identity, age (employment), and familial status (housing).
- If the organization's facilities, services, or employment practices are not in compliance with the Americans with Disabilities Act of 1990, as amended, submit a plan of accommodation and transition plan.

Program Service Requirements

Program services must:

- Meet the definition of social services (see definition in Section IV.)
- Directly benefit low income residents of the City of Columbia (see definition in Section IV.)
- Be an eligible social service (per Section VI.)
- Address the issue for which the RFP has been issued (per Section IX.)
- Not duplicate existing services

IX. Funding Allocation Process

The HSC and DHS are charged by the City Council to make recommendations for the allocation of City general revenue funding for the purchase of social services each fiscal year. To do so, the HSC and DHS issue targeted "Requests for Proposals" (RFPs) by issue area in a staggered, three year cycle.

Funding Cycle

RFPs and the resulting contracts for the purchase of social services are issued by issue area in a staggered, three year cycle as outlined in the table below:

Issue Area	Funding Cycle Year
Basic Needs and Emergency Services	Year 1
Children, Youth, and Families	Year 2
Economic Opportunity	Year 3
Independent Living	
Behavioral Health	

It is the policy of the City that proposals to provide services exclusively to children, youth and families (as defined in Section IV.) will be considered in the Children, Youth, and Families funding cycle even if these services are applicable to another issue area. For example, mental health counseling services would typically be considered in the Behavioral Health issue area; however, if the mental health counseling services are proposed to be targeted specifically to children/youth, this program service proposal would be considered under the Children, Youth, and Families issue area. Please note that a program may serve children, youth, and families but if this population is

not the primary target of the program service, the proposal will be considered in the appropriate issue area. For example, if an emergency shelter serves adult individuals as well as families with children/youth, proposals for this program service would be considered in the Basic Needs and Emergency Services issue area because children, youth, and families are not served exclusively.

A current schedule of the social services funding cycle by calendar/fiscal year can be accessed on the City's social services funding web page:

http://www.gocolumbiamo.com/Health/HumanServices/Programs/Social_Service/bccsacfundinfo.php

Request for Proposals Distribution

RFPs for the purchase of social services are typically issued the first day of business in June and made available on the City's social services RFP web page:

http://www.gocolumbiamo.com/Health/HumanServices/Programs/Social_Service/SocialServicesFundingRFPandProcess.php

Letters of Intent

Organizations interested in submitting a proposal must first complete and submit a *Letter of Intent form* which is issued with each RFP and is made available on the social services funding web site listed above. The deadline to submit a letter of intent is indicated in the RFP. The purpose of the letter of intent process is to:

- Determine if the organization and proposed program service(s) are eligible, per this policy
- Determine the anticipated number of applicants and proposals
- Allow commission site visits to be scheduled
- Allow provider capacity evaluation site visits to be scheduled

DHS reviews the letters of intent in order to determine organizational and program service(s) eligibility. Organizations which have been determined to be eligible are invited to submit a full proposal. Organizations are contacted by DHS as to the status of their letter of intent prior to the information session outlined below.

Information Session

Prior to the release of proposal forms, an information session regarding proposal preparation and submission is held for organizations which have been invited to submit a full proposal. Applicants are strongly encouraged to attend this information session.

Submission of Proposals

Proposal forms are typically made available on the first day of business in July. The City utilizes a web-based funding management system through which proposals to contract with the City to provide social services must be submitted. The system can be accessed from the City's social services RFP web page referenced above.

Proposal Submission Requirements

Proposals must be:

- Submitted electronically via the City's web-based funding management system
- Submitted within the timeframe outlined in each RFP
- Complete and accurate
- Inclusive of the following required documents and information:
 - Articles of incorporation
 - Current organizational chart
 - Current governing board roster
 - IRS tax exempt status determination letter
 - Most recent financial statement and assurance (see definition in Section IV.) completed within six months of the end of the applicant organization's most recent fiscal year

- Most recently completed IRS 990 or 990 EZ (i.e. IRS Annual Tax Exempt form). *Organizations not required to file an IRS 990 form must contact the DHS prior to the submission of a proposal*
- If applicable, an ADA plan of accommodation and a transition plan

An applicant organization must certify it:

- Is a registered corporation in good standing with the State of Missouri.
- Agrees to comply with all applicable provisions of: the Fair Labor Standards Act, as amended; the Employment Practices Act, as amended; the Civil Rights Act of 1964, as amended; Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Omnibus Reconciliation Act of 1981, as amended; the Americans with Disabilities Act of 1990, as amended; Chapter 12 of the City of Columbia Code of Ordinances, and all other applicable Federal and State laws which prohibit discrimination in employment and the delivery of services on the basis of race (racism), color, national origin, ancestry, sex, religion, disability, marital status, sexual orientation, gender identity, age (employment), and familial status (housing).
- If deemed a religious or denomination institution or organization or operated for religious purposes which is supervised or controlled by or in connection with a religious or denomination institution or organization; and agrees that, in connection with the provision of services and employment practices that it will not discriminate against any employee or applicant for employment on the basis of religion and will not employ or give preference in employment to persons on the basis of religion; it will not discriminate against any persons seeking services on the basis of religion and will not limit such services or give preference to persons on the basis of religion; and it will provide no religious instruction or counseling, conduct no religious worship or services, engage in no religious proselytizing, or exert no other religious influence in the provision of services under this agreement.
- Has administrative and program facilities that are accessible to persons with disabilities per the Americans with Disabilities Act of 1990.

Deadline to Submit Proposals

The proposal submission deadline is typically at the end of July. The exact date and time of the deadline is included in each RFP. Proposals are not accepted after the deadline.

Initial Review of Proposals

DHS reviews proposals submitted by the deadline for responsiveness before forwarding the proposals to the commission for its review. Proposals are considered unresponsive if they are not complete and/or do not include the required documents. Proposals are also considered unresponsive if the applicant organization fails to schedule a commission site visit and/or comply with the requirements of the provider capacity evaluation process. Any proposal judged unresponsive is ineligible for further consideration. Notification of the status of proposals is typically provided within one week following the proposal submission deadline.

Commission Site Visits

Applicant organizations invited to submit a full proposal must agree to allow and facilitate a site visit by representatives of the HSC. The purpose of the site visit is to allow the commission to observe and assess the environment in which the services proposed to be contracted by the City will be provided. Commission site visits are scheduled upon notification of invitation to submit a full proposal and conducted in August and early September. Details regarding the commission site visits are included in each RFP.

Provider Capacity Evaluation

Applicant organizations invited to submit a full proposal must fully participate in and comply with the social services provider capacity evaluation conducted by the City. The purpose of the social services provider capacity evaluation process is to provide:

- The City with an objective assessment of the organizational capacity of prospective social service

providers in order to inform the annual social services funding process

- Applicant organizations with information which can be utilized to continuously improve the quality of their organizations and services

Evaluations of applicant organizations which have submitted responsive proposals are conducted utilizing standardized self-reporting tools and a site visit conducted by the City's contracted evaluator. Site visits are scheduled upon notification of invitation to submit a full proposal and are typically conducted in August. Details regarding the provider capacity evaluation are included in each RFP.

Evaluations are valid for a period of three years. Therefore, if an organization has completed an evaluation in the two years prior to submitting a proposal, that organization is not required to participate in the evaluation process associated with the RFP to which they are responding.

Review of Responsive Proposals

All responsive proposals are reviewed by the HSC and DHS during the months of August and September. At a work session in September, DHS and the HSC discuss and document issues with proposals which are then communicated in writing to applicants for their response. A deadline for response is determined annually and is included in the communication to applicants regarding proposal issues.

Proposal Ratings

The HSC utilizes standardized rating criteria in reviewing all responsive proposals. These ratings are factored into the development of the HSC's funding allocations. A document outlining the rating criteria utilized in the allocation process is included with each RFP.

Preliminary Allocation Recommendations

The HSC holds a work session in October to develop its preliminary allocation recommendations for City social services funding for the upcoming fiscal year. These recommendations are then sent to applicant organizations and made public.

Contingencies may be placed on preliminary recommendations which must be met in order for these proposals to be considered for final allocation recommendations. As applicable, contingencies are communicated in writing to applicants for their response. A deadline for response is determined annually and is included in the contingency communication to applicants.

Appeals

Applicants may appeal the HSC's preliminary allocation recommendations. To do so, applicants must complete and submit an *Appeal form* which is included with each RFP. Instructions for submitting an appeal are sent to all applicants along with the preliminary allocation recommendations. Appeals are heard at the November HSC meeting. Applicants submitting an appeal must be present at this meeting to present the appeal and respond to questions from the HSC.

Public Hearing

A public hearing on the preliminary allocation recommendations is held as part of the November HSC meeting. This hearing is designed to elicit public response on the HSC's recommendations.

Final Allocation Recommendations

The HSC finalizes their allocation recommendations following the public hearing and presents these recommendations to the City Council for its final approval.

X. Contracts

Following City Council approval and subject to the appropriation of funds, DHS issues contracts for funded program services under the following terms and conditions.

Contracting Requirements

In order to enter an agreement with the City to provide social services, organizations must:

- agree to regularly submit to the City current versions of the following required documents:
 - Articles of incorporation
 - Organizational chart
 - Governing board roster
 - IRS tax exempt status determination letter
 - Most recent financial statement and assurance (see definition in Section IV.) completed within six months of the end of the applicant organization's most recent fiscal year
 - Most recently completed IRS 990 or 990 EZ (i.e. IRS Annual Tax Exempt form). *Organizations not required to file an IRS 990 form must contact the DHS prior to the submission of a proposal*
 - If applicable, an ADA plan of accommodation and a transition plan
- agree that all records (administrative, financial, and program) will be open to inspection by the City and maintained for a period of three (3) years following expiration of the agreement and any applicable renewal.
- recognize the City of Columbia as a financial supporter in all its promotional materials and advertising.
- agree to comply with all applicable provisions of: the Fair Labor Standards Act, as amended; the Employment Practices Act, as amended; the Civil Rights Act of 1964, as amended; Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Omnibus Reconciliation Act of 1981, as amended; the Americans with Disabilities Act of 1990, as amended; Chapter 12 of the City of Columbia Code of Ordinances, and all other applicable Federal and State laws which prohibit discrimination in employment and the delivery of services on the basis of race (racism), color, national origin, ancestry, sex, religion, disability, marital status, sexual orientation, gender identity, age (employment), and familial status (housing)
- if represented as, or may be deemed to be, a religious or denominational institution or organization or an organization operated for religious purposes which is supervised or controlled by or in connection with a religious or denominational institution or organization, agree that in connection with the provision of services and employment practices it will not:
 - discriminate against any employee or applicant for employment on the basis of religion or employ or give preference in employment to persons on the basis of religion.
 - discriminate against any persons seeking services on the basis of religion or limit such services or give preference to persons on the basis of religion.
 - provide religious instruction or counseling, conduct religious worship or services, engage in religious proselytizing, or exert other religious influence in the provision of services.
- for contracts exceeding \$5,000, submit an affidavit which affirms that it is in compliance with Section 285.525 – 285.550 RSMo, the state statute pertaining to the hiring of unauthorized aliens. The agency must also submit documentation of participation in a federal work authorization program.

The requirements outlined above are not inclusive of all City contract requirements. An example of a standard City agreement for the purchase of social services is included as an appendix to each RFP.

Contract Payments

Contract payments are made in three (3) installments. The first payment (34% of allocated funding) is paid upon receipt of the fully executed contract or on the first business day in May for summer programming. The second payment (33% of allocated funding) is paid upon receipt and approval of the interim report for each contracted program. Interim reports are typically due by the end of July. The final payment (33% of allocated funding) is paid upon receipt and approval of the final report for each contracted program. This payment schedule may be altered in special circumstances based on mutually agreed upon conditions between the City and the contracted organization.

Reporting

Reports must be submitted for each contracted program service via the City's web-based funding management system. Interim reports are typically due by the end of July. Final reports are typically due by the end of the January following the fiscal year for which the organization is reporting.

Contract Duration

Generally City contracts for the purchase of social services are issued for a term of one (1) year with the option for two (2) one (1) year renewals. Please note that the City may terminate agreements at any time upon thirty (30) days written notice.

XI. Contact

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